

# INTAKE, ASSESSMENT AND REVIEWS

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## POLICY

Riverlink Interchange Incorporated (Riverlink) places a high level of importance on the quality of the intake and assessment process and believes that an agreement based on identified needs and individual circumstances should be the foundation of the provision of Riverlink services.

The intake, assessment and review processes are designed to assist Riverlink to best meet the needs of the participant.

Intake and assessments will be carried out in a manner that respects:

- 1) Participant and carer's privacy and dignity;
- 2) Participant and carer's need for information and/or interpreting services in languages other than English
- 3) The needs of Culturally and Linguistically Diverse (CALD) participant and carers and participant and carers from an Aboriginal or Torres Strait Islander (ATSI) background for culturally appropriate services.

Participants and carers may involve family members, friends or other sources of support during the intake and assessment process. Where a participant and/or carer may have communication difficulties, Riverlink will encourage the use of an Advocate and supply an Interpreter if required.

Riverlink recognises that multiple assessments are undesirable. Riverlink will work with participants and carers and other agencies to undertake joint assessment and/or share assessment information as agreed with the participant and/or carer.

Service agreements must be developed in consultation with participants and carers and are designed to meet the needs of participants in the least restrictive way.

Following an initial intake and assessment, Riverlink participants will be reassessed at least once every twelve months and an updated service agreement developed. Participants and/or carers can ask to have their agreement reviewed.

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## PROCEDURES

### *The intake*

The initial intake process will determine if and how a participant's needs can best be met. Basic participant information will be collected onto the Intake Form and entered onto the CIMs system.

### *The initial assessment*

It is preferred that the Participant Assessment Form be completed in the home, in order for the service coordinator to gather a complete overview of the participant and participant representative and for an Internal and External Environment Checklist to be completed for those who will receive support in the home.

The purpose of the assessment is to:

- 1) discuss with the participant and their representative the support needs and requests;
- 2) provide detailed information about the services provided by Riverlink;
- 3) obtain information about the needs of the participant;
- 4) develop a Participant Profile; and
- 5) develop a Risk Assessment for each participant.

In the assessment process a service coordinator will:

- 1) Present a general overview of Riverlink and the services provided. This will include information about Riverlink's activity costs, association membership and an explanation of important policies including the transport, privacy and confidentiality and medication policies.
- 2) Discuss with participants and participant representatives, if appropriate, the need to register children and young people with the Office of Children's Guardian in the case of camps or overnight respite, talk about suitable programs and ask participants or participant representative to send Companion Cards, if they have one, to all activities applicable
- 3) Where age appropriate, provide participants and participant representative with a copy of the VOOHC Brochure informing them about the VOOHC process and

what information will be held about them on the VOOHC Register, and their rights to access the correct information.

- 4) Record the legal status of the children and young people. Do NOT enter children and young people on statutory care orders onto the VOOHC register.
- 5) Provide the participant and participant representative with a copy of a Riverlink Consumer Handbook, outlining in particular, explanations of consumer rights and responsibilities and complaints and feedback processes.
- 6) Obtain appropriate consents in accordance with the Participant File Checklist. This includes but is not limited to data collection, consent to release information, photo consent, SMS and email consent. Participants and participant representatives need to be informed that they have the right not to consent to one or all of the named consents.
- 7) Gather information for the completion of the following monitoring forms:
  - a) The Service Agreement and Schedule of Supports. (See below)
  - b) Participant Assessment Form
- 8) Gather information for the completion of the following forms, if required, based on participant needs and circumstances:
  - a) Internal and external environment (WH&S) checklist
  - b) Authority to act as an advocate/nominated representative
  - c) Membership application
  - d) Allergy notification
  - e) Medication authorisation agreement
  - f) Photo consent
  - g) Water activities participation consent
- 9) Obtain information about any current supervising designated agencies so as to advise them of Riverlink's involvement.

At the completion of the assessment, the service coordinator will review the Participant Assessment Form with the participant and participant representative and obtain the participant's and/or participant representative's signature to verify the information discussed.

### ***Service Agreement and Schedule of Supports***

The service agreement and schedule of supports will outline:

- 1) The support needs of the participant
- 2) The type of services that the participant requires
- 3) Details of the costing estimate of the services the participant required
- 4) Management of the NDIS funds for payment
- 5) Responsibilities of the service provider and participant/participant representative.

### ***Assessment Follow-up***

The service coordinator will discuss the support needs of the participant identified from the assessment at the next coordinator meeting.

This meeting will consider the participant's needs in relation to available resources and other requests for service.

The outcomes of the meeting may indicate:

- 1) How Riverlink is able to assist and the level of assistance available
- 2) If the participant can be offered a service
- 3) If Riverlink cannot meet the required needs of the participant.

If a service cannot be offered to a participant the service coordinator will:

- 1) Where necessary, phone the participant/participant representative, and
- 2) Inform the participant/participant representative of other possible suitable support services available.

Where a service is to be offered a service agreement will be completed by the participant/participant representative.

A copy of the signed and dated service agreement will be kept in the participant's file.

### ***Internal Process***

After an assessment meeting a participant's hard copy file is established from information gathered at the assessment.

An administration assistant ensures information has been obtained as per the participant file checklist:

### **Service delivery**

The service coordinator will commence service delivery by allocating a support worker to assist the participant or by introducing the participant to the relevant group activity.

### ***Review of Service***

Riverlink will advise participants/participant representatives when a review of service is due.

If the support service is not provided in the participant's home a review of service with the participant/participant representative need not be conducted in the home, but could be conducted by phone or by mail by which the participant/participant representative completes the required documentation. All mail reviews must include a follow up phone call.

The review of service process includes:

- 1) A review of the circumstances and support needs of the participant
- 2) A review of the service agreement and schedule of supports
- 3) Updates of Riverlink records as indicated in the Internal Process section of this policy and support worker feedback if required
- 4) Advice of any changes to Riverlink information provided since the previous review or initial assessment.
- 5) Review of the participant profile.

At the completion of the review of service, the service coordinator will ensure all updated information is placed in the participant's file and updated in Riverlink's data management system (CIMS).

### ***Review Service Agreement and Schedule of Supports***

Review of service agreements will include:

- 1) Identification of the participant's current support and needs including any behavioural developments or changes which may affect service delivery
- 2) General feedback about service delivery

### **Related Forms:**

Intake Form

Participant Assessment Form

Participant Profile

Participant Assessment Checklist

Participant Support Plan

Service Agreement and Schedule of Supports

Authority to Act as an Advocate/Nominated Representative

Internal Environment Checklist

External Environment Checklist

Application for Membership of Riverlink

Participant Photo Identification Consent

Medication Authorisation Agreement

Allergy Notification

Photo Consent

Water Activities Participation Consent

Participant File Checklist

Riverlink Brochure

VOOHC Brochure (for children and young people)

Consumer Handbook

**Related Policies:**

- 2.02 Principles of Service Delivery
- 2.04 Consumer Information
- 2.05 Service Access
- 2.06 Information Exchange & Referrals
- 2.08 Service and Activity Fees
- 2.10 Waiting List & Referrals
- 2.11 Individual Need
- 2.14 Privacy, Dignity and Confidentiality
- 2.16 Support Plan

**Relevant Standards:**

NSW Disability Service Standards:

- Standard 1; Rights
- Standard 2; Participation and Inclusion
- Standard 3; Individual outcomes
- Standard 5; Service Access

National Standards for Disability Services 2013:

- Standard 1; Rights
- Standard 2; Participation and Inclusion
- Standard 3; Individual outcomes
- Standard 5; Service Access

Children's Standards in Action:

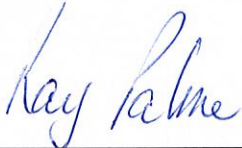
- Standard 1; Service Access
- Standard 2; Individual Needs
- Standard 3; Decision Making and Choice

Standard 4; Privacy, Dignity and Confidentiality

Standard 10; Protection of Human Rights and Freedom from Abuse

**Legislation:**

Disability Services Act (NSW) 1993



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Ray Palmer

Executive Officer

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